

## Provider Enrollment Transition Frequently Asked Questions

ACS, the current fiscal agent, discontinued processing enrollment applications and provider file updates on Friday, September 24, 2010.

- Q. What will happen to my application if it was received at ACS after September 24<sup>th</sup>?
- A. Any provider enrollment applications or file updates received at ACS on or after Saturday, September 25, 2010 has been transferred to HP, the new fiscal agent. HP will inventory those documents and begin to process them on Monday, November 1, 2010.
- Q. How can I get my application expedited if I have received a confirmation from ACS?
- A. ACS will continue to process applications and updates received prior to 9/24/2010 in the order in which they were received. If you have received a confirmation letter from ACS those applications are being tracked and processed. You can check the status of your application online. Go to [www.ghp.ga.gov](http://www.ghp.ga.gov). Click on the Provider Information tab then Application Status.
- Q. I received my confirmation number from ACS but need to submit documentation in support of my application. Where and how should I submit the documents?
- A. Mail supporting documents to HP Provider Enrollment, P.O. Box 1050201, Tucker, GA 30085-5201. Please attach a copy of the confirmation page from your web submission or the confirmation letter received from ACS to the documents so that they can be properly routed.
- Q. What address should I mail my application to after September 25<sup>th</sup>?
- A. All new applications should be mailed to HP Provider Enrollment, P.O. Box 105201, Tucker, GA 30085-5201.
- Q. When can I submit enrollment applications online again?
- A. On and after November 1, 2010, the new Medicaid Management Information System will be available at [www.mmis.georgia.gov](http://www.mmis.georgia.gov). Providers can utilize this site to submit online enrollment applications, download enrollment documents, etc.